



***JPPSO-SAT***



**Joint Personal Property Shipping Office  
San Antonio, Texas**



***JPPSO-SAT***

## ***JPPSO-SAT Operating Location***



**613 North West Loop  
410**

**Suite 400**

**San Antonio, Texas  
78216**



# AGENDA



**JPPSO-SAT**

## Day 1

12:00 – 1:00pm Sign in/Name tags (meet & greet)  
1:00 – 1:30pm Director's Welcome  
1:30 – 4:00pm JPPSO Briefings

**All Conference Attendees**  
**Colonel Kinney**

6:00 – 8:00pm Evening Social

**Hilton Hotel, Lobby/Poolside**

## Day 2

8:00 – 8:30am Sign in/Name Tags  
8:30 – 9:00am Opening Remarks  
9:00 – Families First  
11:00am  
11:00 – Lunch  
12:30pm  
12:30 – 1:30pm AETC Client Executive, DFAS  
1:30 – 3:30pm Industry Guest Speakers  
National Van Lines  
Interstate Van Lines  
United States Air Force

**Colonel Kinney**  
**Mr. Chuck White**

**Mr. John Francis**

**Mr. Tim Helenthal**  
**Mr. Connie Constable**  
**Mr. Gary L. L. L.**



# Welcome!

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***JPPSO-SAT***



Colonel Terry Kinney  
Commander



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## JPPSO's Mission

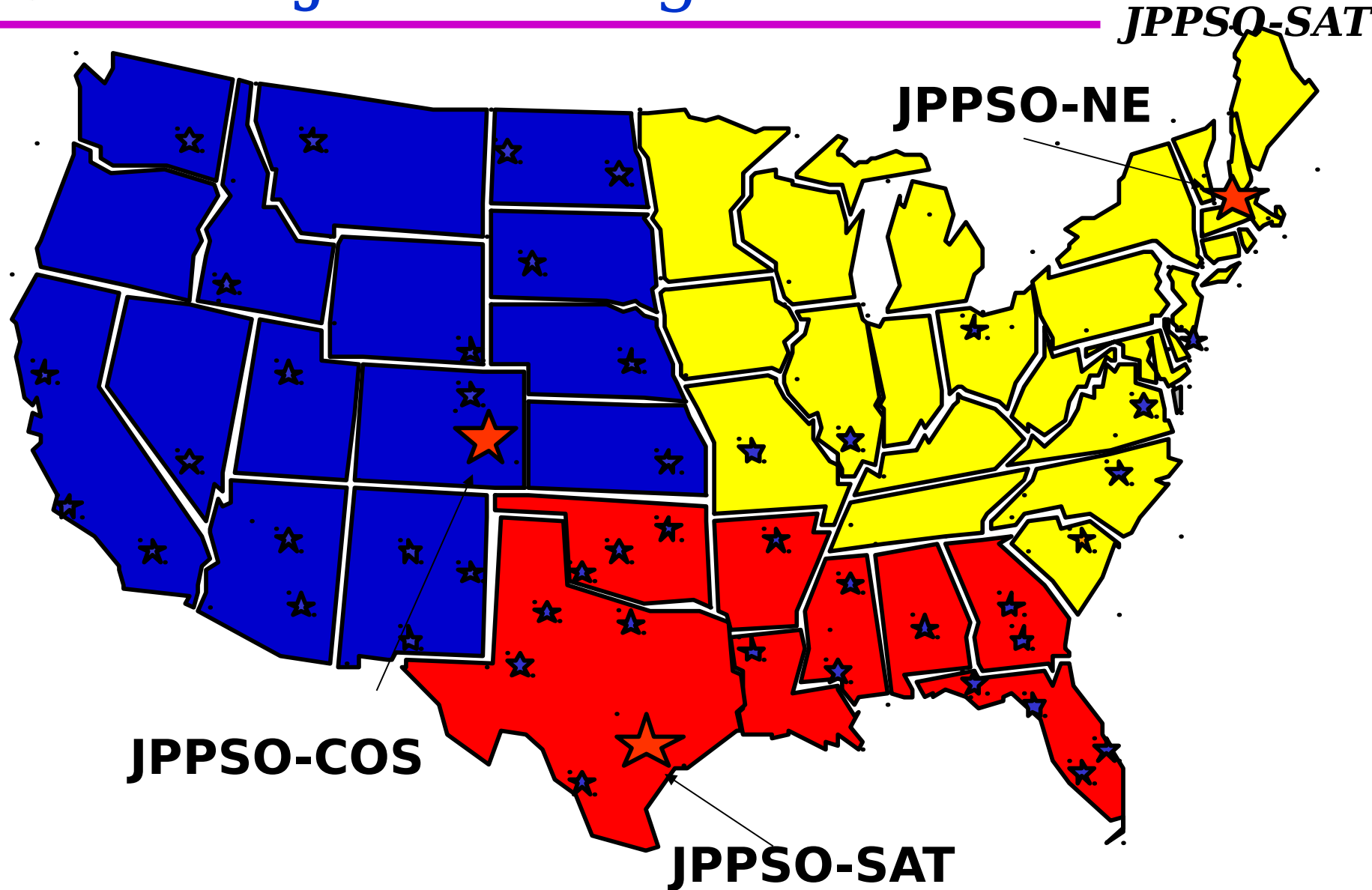
Provide our customers quality personal property  
traffic management service

## JPPSO's Vision

Continuously improve our processes to make  
our customer's moving experience better



# Macro View of Planned JPPSO Regional AORs



# ***Headquarters U.S. Air Force***

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***Integrity - Service - Excellence***

## **Air Force Regionalization**



**Colonel Terry Kinney  
JPPSO/SAT CC**

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# JPPC-AF Initiative

## *Regionalization*

<b>TASK:</b> Personal Property Regionalization - CONUS		<b>STATUS:</b>
<b>GOAL:</b> Reduce remaining 23 CONUS PPSOs to 3 AF JPPSOs	<b>SCHEDULE:</b> Expedited to 18 Months and complete by Apr 2008	
<b>CHALLENGES:</b> <ul style="list-style-type: none"><li>• Complete aggressive scheduling while simultaneously implementing CWA/PowerTrack and DPS</li><li>• Manpower</li></ul>	<p>The map shows the contiguous United States divided into three color-coded regions. The Northeast (yellow) is labeled JPPSO-NE. The Central region (blue) is labeled JPPSO-COS. The South (red) is labeled JPPSO-SAT.</p>	





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# JPPC-AF Initiative

## *Regionalization*

**TASK:** Personal Property Regionalization - CONUS

**STATUS:**

J PPSO-COS		J PPSO-NE		J PPSO-SAT	
Fairchild AFB	Oct-07	Scott AFB	Oct-07	Maxwell AFB	Oct-07
Whiteman AFB	Oct-07	Wright Paterson	Apr-08	MacDill AFB	Oct-07
		Seymour Johnson	Apr-08	Patrick AFB	Oct-07
		Shaw AFB	Apr-08	Tyndall AFB	Oct-07
		Langley AFB	Oct-08	Eglin AFB	Oct-07
				Keesler AFB	Apr-08
				Moody AFB	Apr-08
				Warner Robins AFB	Apr-08



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# JPPC-AF Initiative

## Regionalization

**TASK:** Personal Property Regionalization - OCONUS

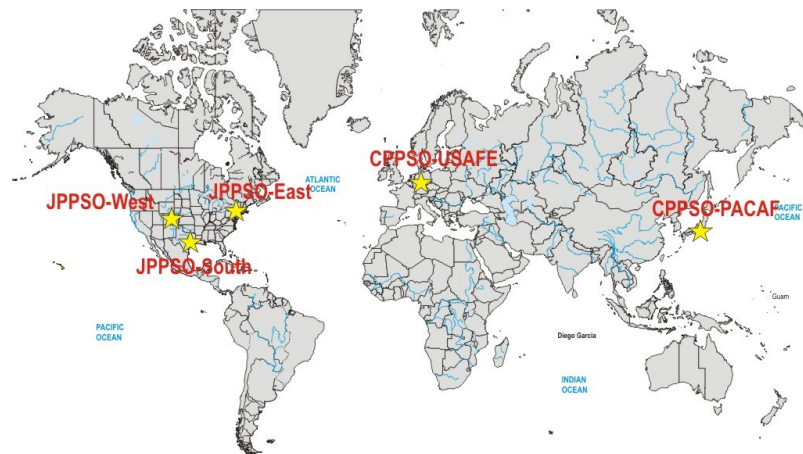
**STATUS:** 

**GOAL:** Reduce remaining 14 OCONUS PPSOs to 2 AF CPPSOs

**SCHEDULE:** Not Scheduled

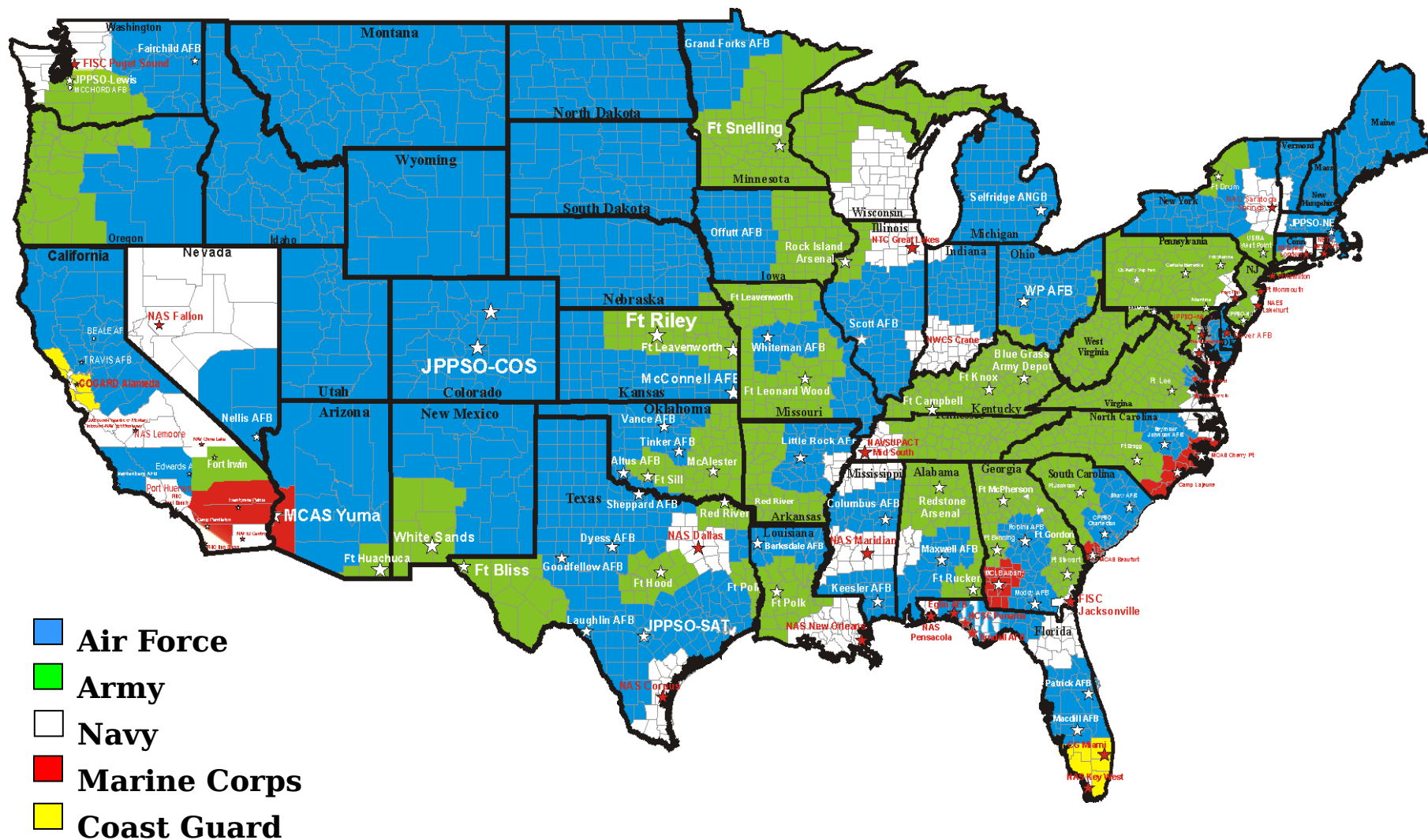
**CHALLENGES:**

- PACAF & USAFE need to identify locations
- Need implementation plan and schedule





# ***CONUS DOD Personal Property Area of Responsibilities***



**UNCLASSIFIED** *Integrity - Service - Excellence*

# ***Headquarters U.S. Air Force***

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***Integrity - Service - Excellence***

## **Joint Personal Property Center Air Force**



**Colonel Terry  
Kinney  
JPPSO/SAT CC**

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# *Overview*

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- Team
- Program Status – Background
- Vision/Why
- Program Details
- Program Description/Benefits
- Program Overview
- Way Ahead



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# ***Program Team***

- **Senior Executive Group**
  - **Col Kinney**
  - **Mr. Gunselman**
  - **Lt Col Buckman**
- **Team Members**
  - **Mrs. Murphy JPPSO-COS**
  - **Mr. Hosley JPPSO-COS**
  - **Lt Col Koontz JPPSO-NE**
  - **Mr. Depietro JPPSO-NE**
  - **Mr. Fitzpatrick JPPSO-SAT**
  - **Mr. Giovannelli JPPSO-SAT**
- **CMSgt Ramsey AF/A4RE**
- **CMSgt Thoma JPPSO-ANC**
- **CMSgt Walker HQ ACC**
- **CMSgt Swezey HQ USAFE**
- **SMSgt Sharon ANGB**
- **MSgt Jones HQ AMC**
- **MSgt Green AFMA**
- **Mr. Teske HQ PACAF**
- **Ms. Dresbach HQ AFMC**
- **Ms. Russell HQ AFSPC**
- **Ms. Hall HQ AETC**



# ***Program Status - Background***

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- **Initial Discussions Jun 06**
- **Definition Workshop Aug 06**
- **A4R Brief (Concept Pre-Approval) Sep 06**
- **Team Meeting (Teleconference) Oct 06**
- **Team Meeting (Teleconference) Nov 06**
- **Team Meeting (Teleconference) Dec 06**
- **Draft Charter Dec 06**
- **Transfer Lead to A4RE Jan 07**
- **Draft Reach back PAD 07-01 Jan 07**
- **Draft CONOPS Jan 07**



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# ***JPPC-AF*** ***“Vision”***

## **Quality relocation for every airmen executed by a single manager for Personal Property movement**

- **Improve ability to execute HHGS moves**
- **Focus on processes and efficiency**
- **Leverage Families First and Regionalization efforts**
- **Virtual Counseling**
- **Provide 24/7 Customer Relations Management (CRM)**







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# ***JPPC-AF*** ***“Why”***

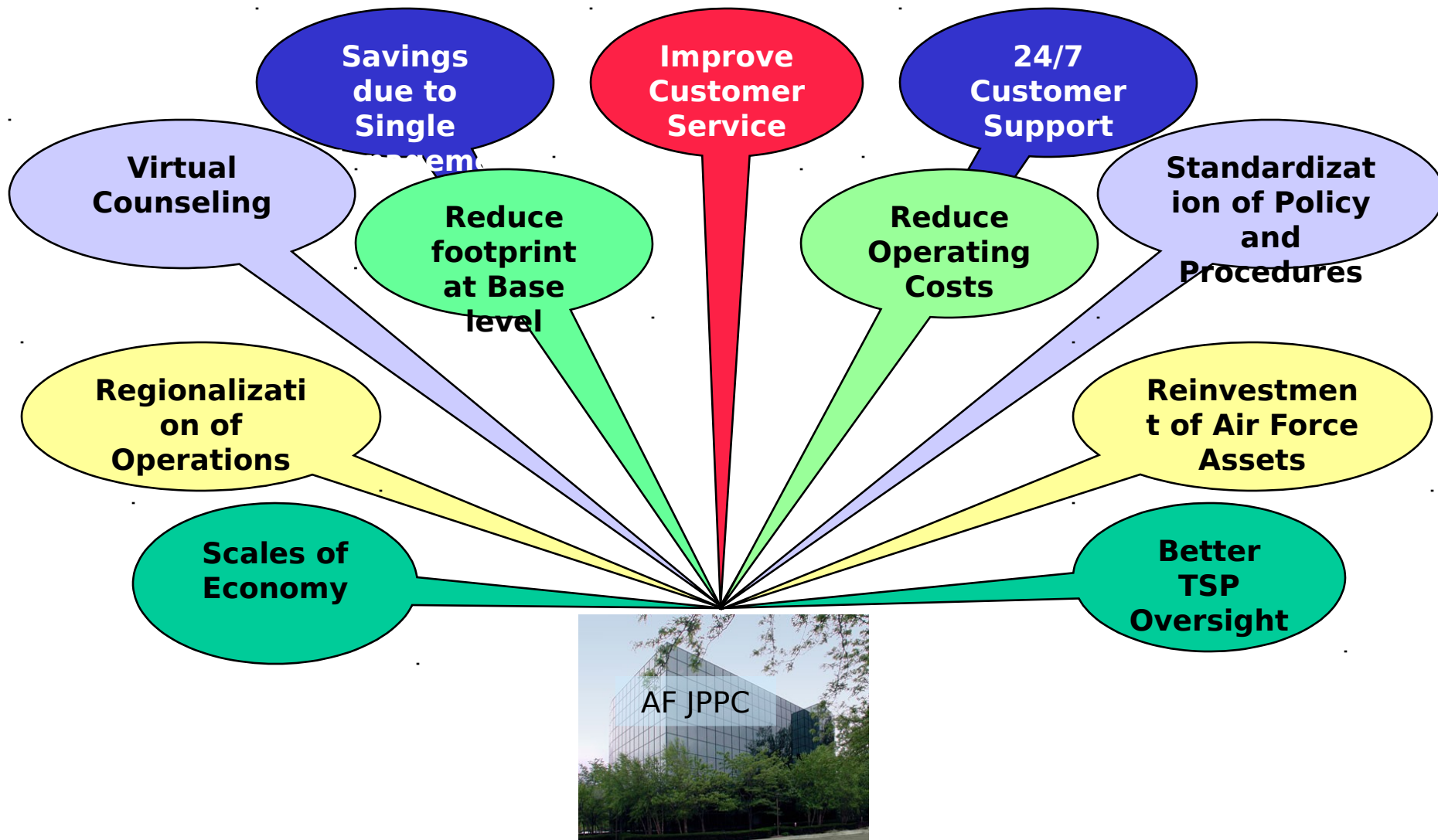
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- **Currently, there are a multitude of independent base-level personal property shipping offices across the Air Force**
- **Consolidating operations under the JPPC allows us to improve the quality of moves by leveraging on-going DoD and AF initiatives to incorporate virtual counseling, standardize processes, and centralize management functions**



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# JPPC-AF "Goals"



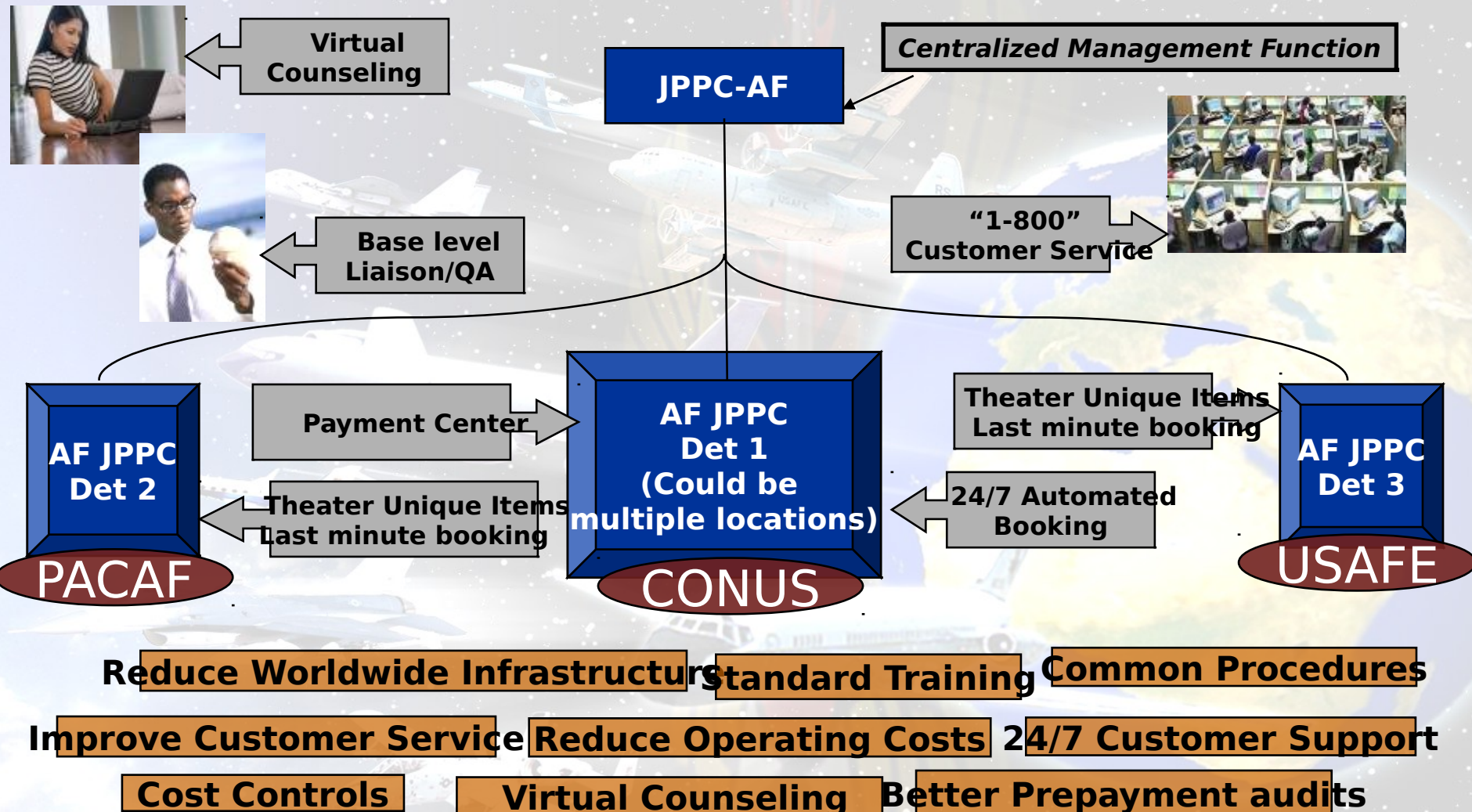


- Establish a configuration to **standardize across the enterprise**
  - *Follow business model of successful corporate company*
  - *Provide “load balancing” and failover*
  - *Accommodate for Natural Disaster and similar events*
- Each site has Primary (AOR) responsibility
  - *Requires real-time customer service*
- Each site has Secondary responsibility
  - *Can temporarily suspend secondary activities to cover (backup) the primary responsibility of one of the other sites*

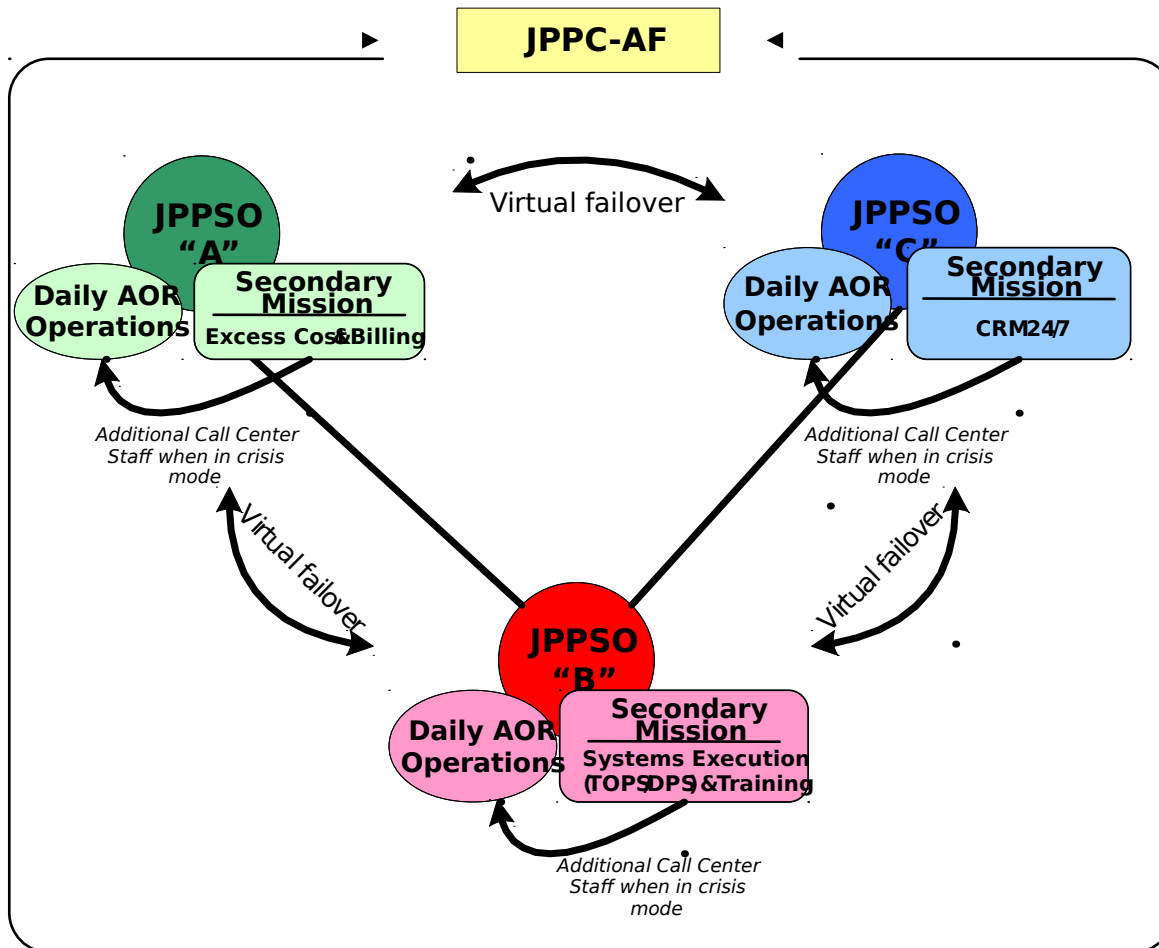


# JPPC-AF

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**Regionalize 34 PPSOs down to 6 JPPSOs/CPPSOs Worldwide**

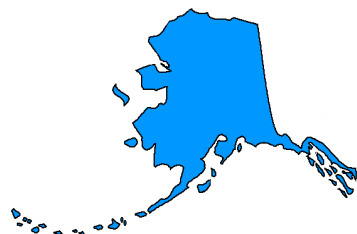


- Sample redundancy configuration
  - **CONUS configuration**

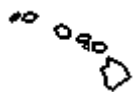


# Proposed AF JPPC AOR

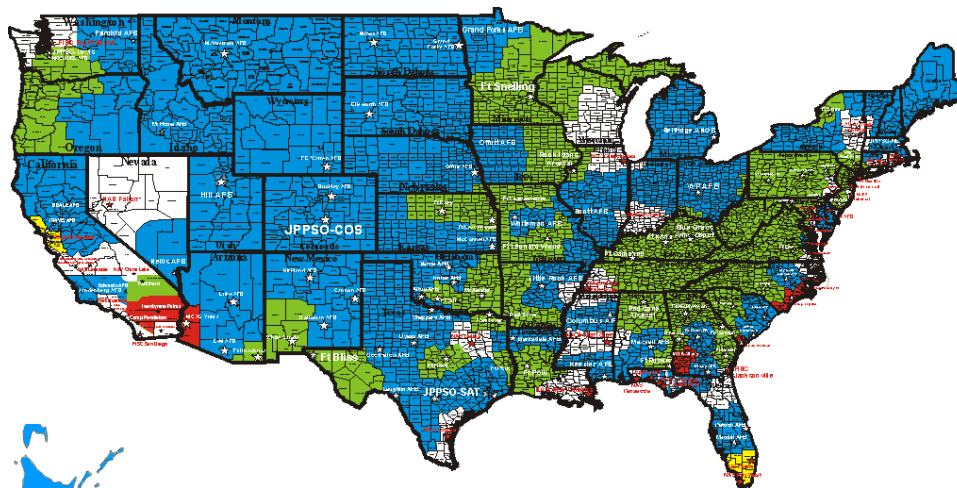
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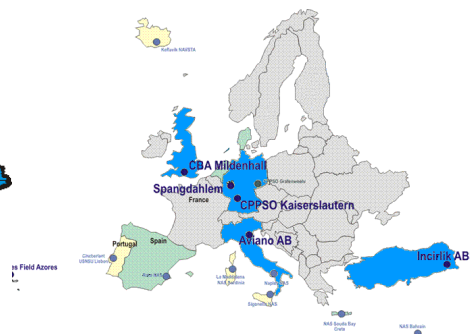
JPPSO-ANC



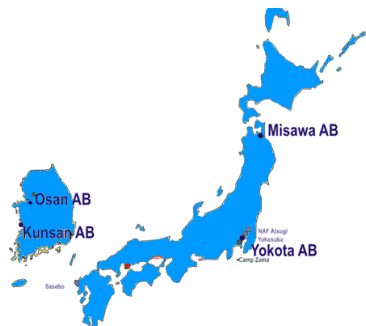
PACAF



CONUS



USAF



• RPNY - Diego Garcia  
• RBL - NSCC Singapore  
• USDOSA Canberra  
• Kadena AB  
• MCB Camp Butler

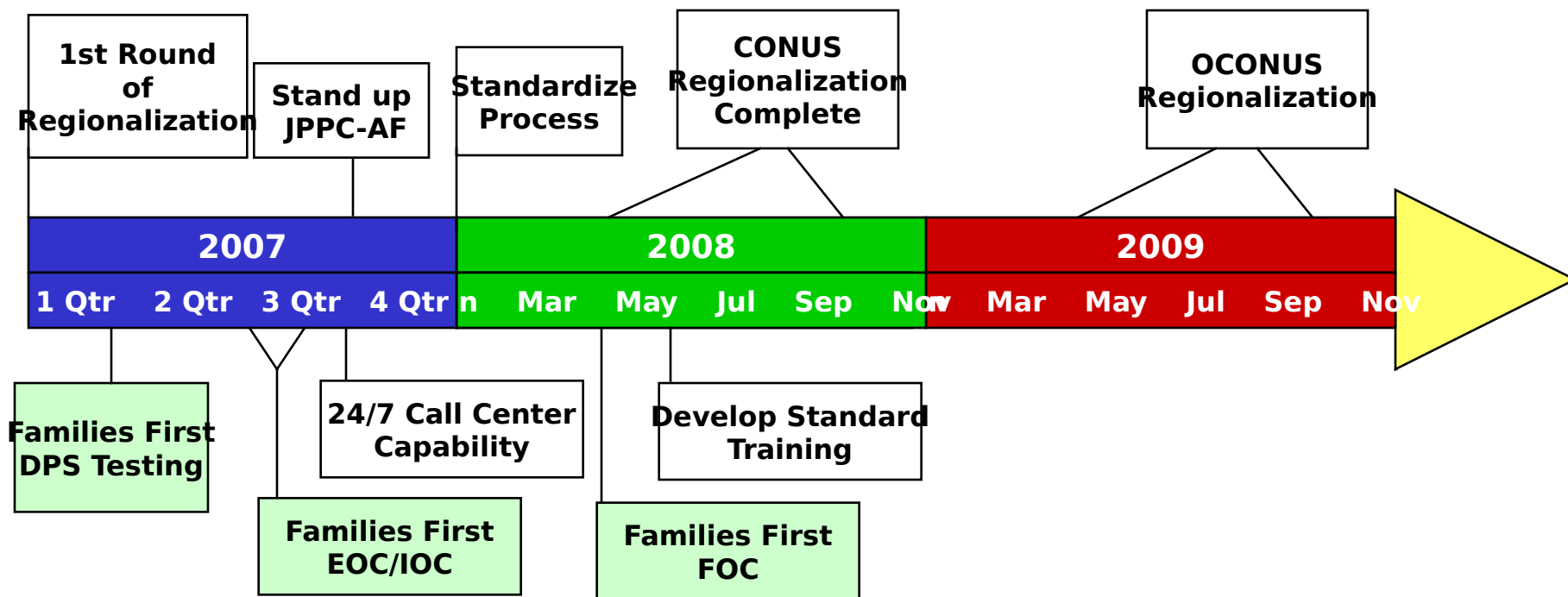
• Anderson AFB  
• FSC Guam

OCONUS AOR's are not based on  
Specific Geographic Areas like CONUS  
(Excludes Alaska and Hawaii)



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# JPPC-AF Timeline





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# ***JPPC - AF*** ***“Way Ahead”***

- **1<sup>st</sup> Round of CONUS regionalization (Complete)** Jan 07
- **Stand Up JPPC-AF** Oct 07
- **Initiate 24/7 call center** Oct 07
- **Develop standard training** May 08
- **CONUS Regionalization complete** Oct 08





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# Questions ?



# Customer Service

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TSgt Chad Schneider  
Chief, Customer Service



# Customer Service



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## ***Phone Numbers***

- 210-321-4200
  - General member/shipper questions
- 210-321-\*\*\*\*
  - Carrier/Agent line

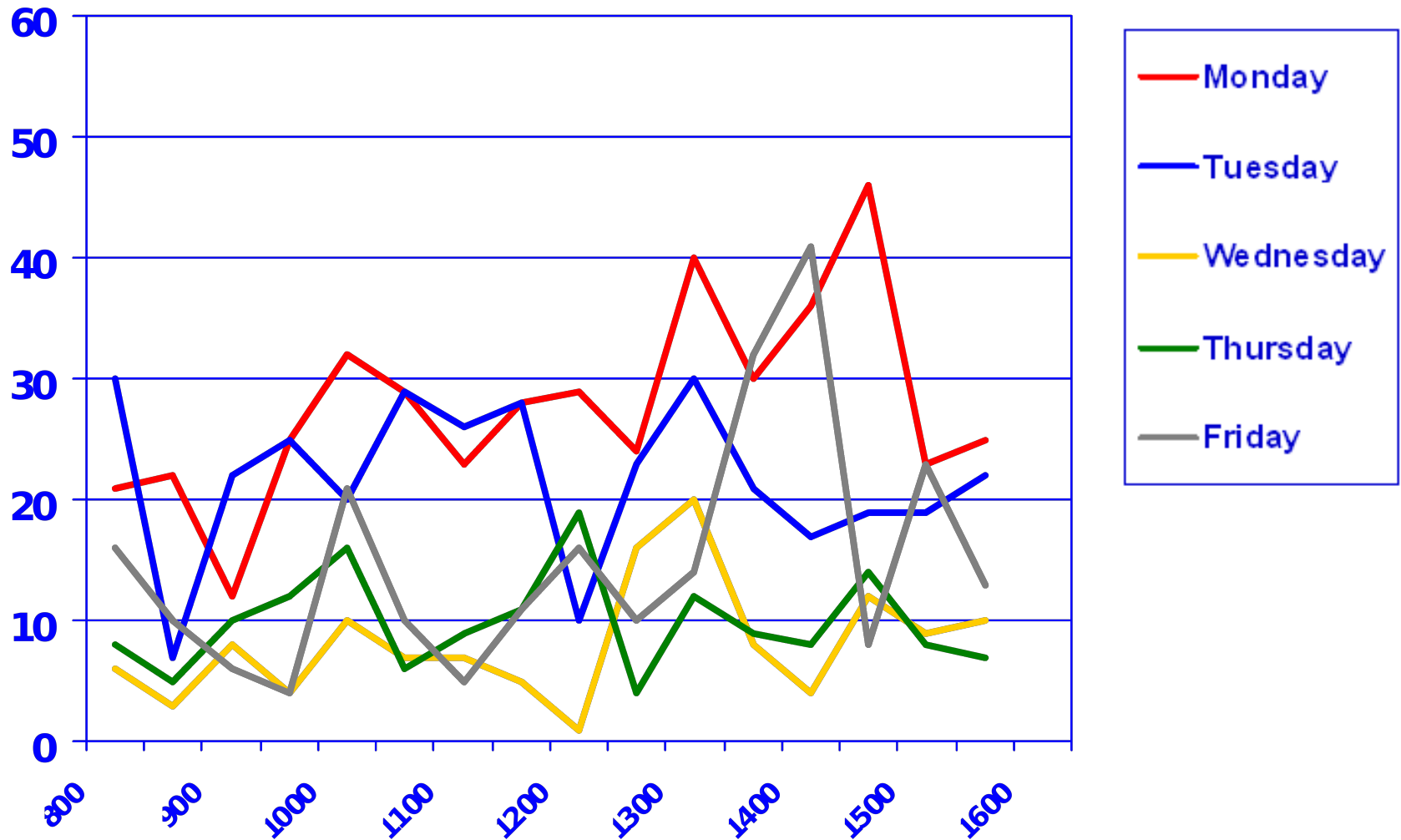


# Inbound Oldest Call

16 Aug – 20 Aug 2004



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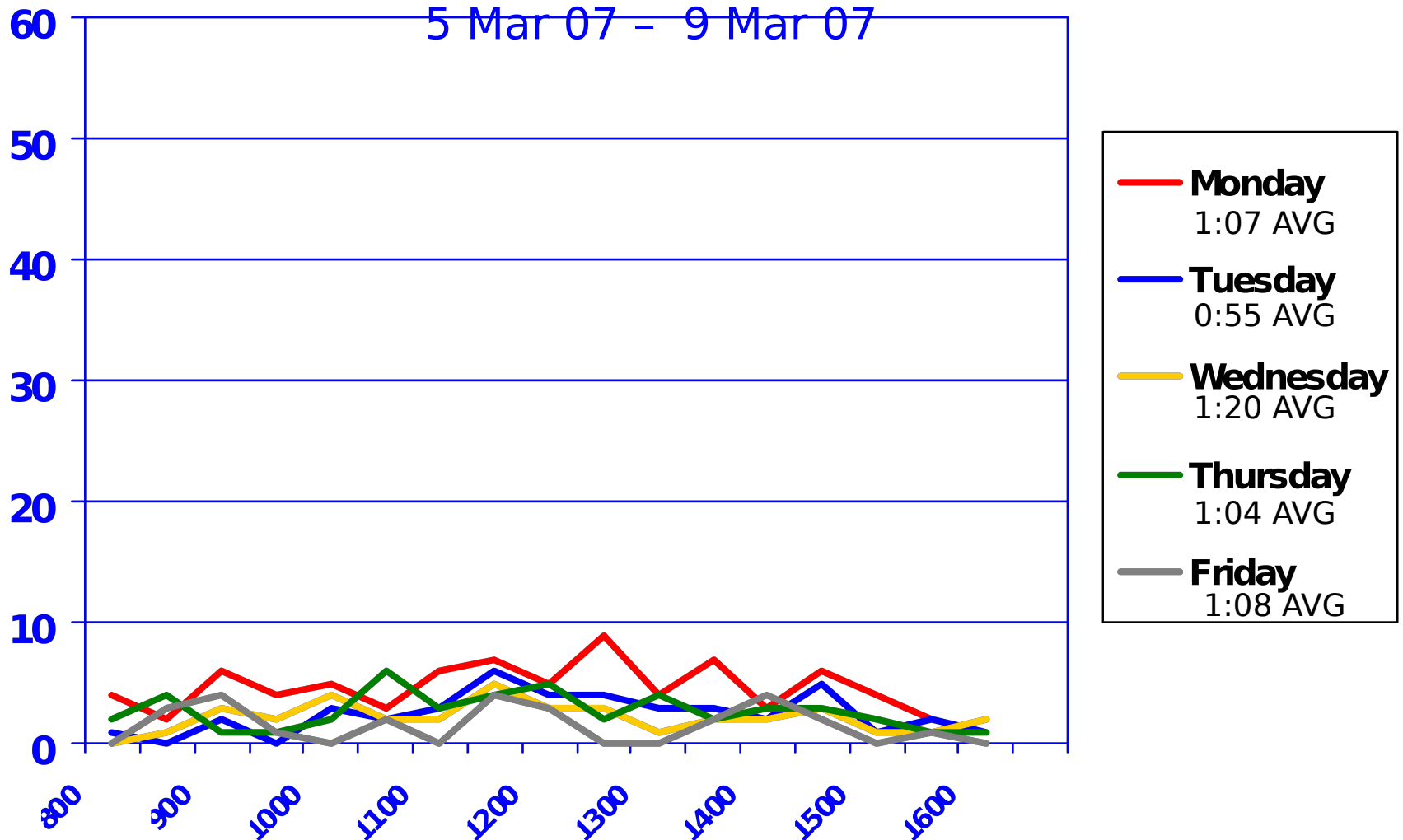




# Customer Service Oldest Call



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# Customer Service

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Questions?



# Outbound Shipments

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**TSgt Scribner**  
Outbound Team Chief

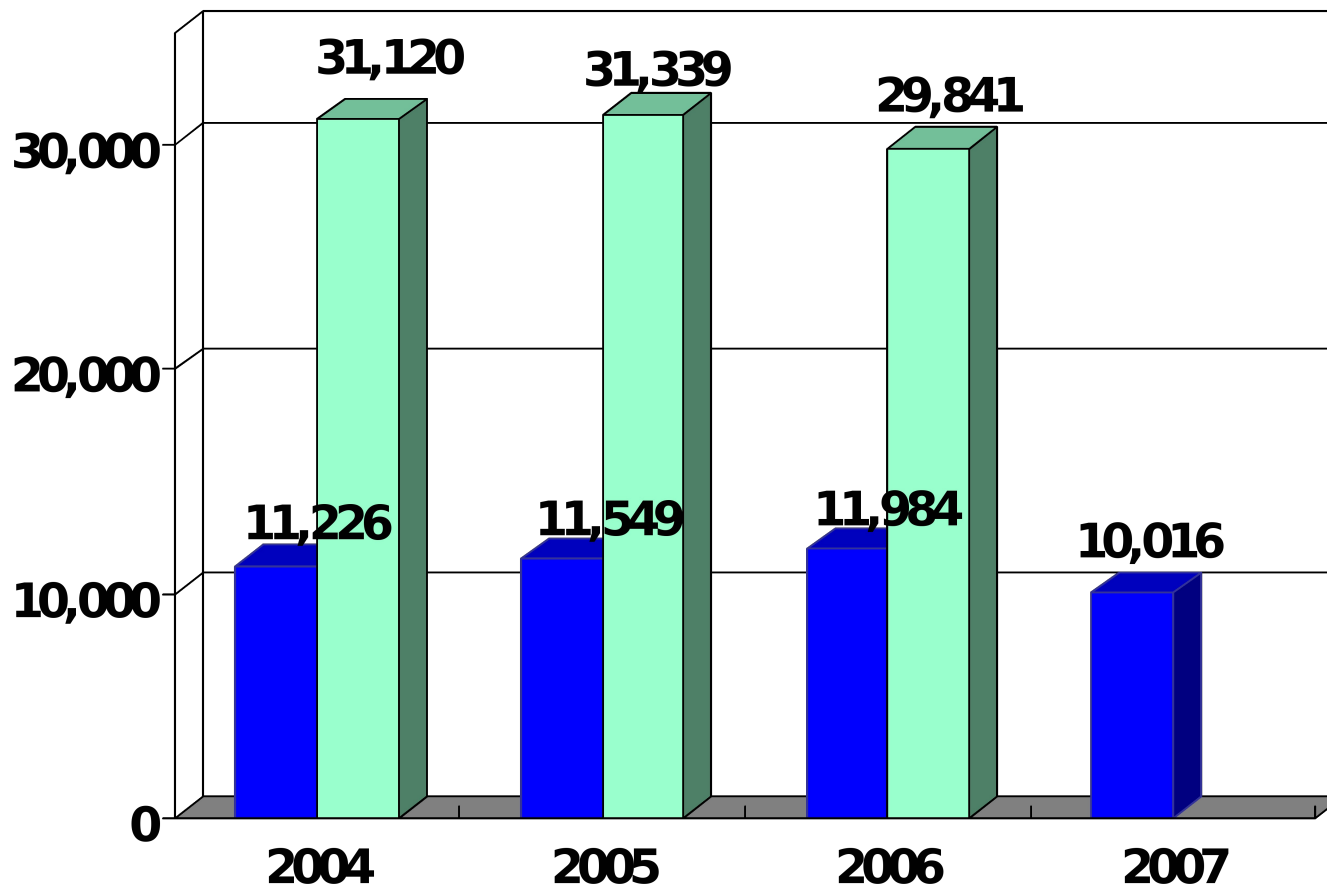


# Outbound Shipments



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**As of 18 May 07**







# Outbound



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- General Concerns for Peak Season
  - Primary and Alternate dates for shipments with less than 10 days
  - Always refer members to their local TMF to submit request for SIT at Origin, RDD Extensions and date change request
  - Carrier response times for short notice pick ups

Contact Customer Service (For PPPO / TSP Use Only)

-- Commercial (210) 321 - \*\*\*\* / DSN 954 - \*\*\*\*

-- [jppso-sat.outbound@jppsosat.randolph.af.mil](mailto:jppso-sat.outbound@jppsosat.randolph.af.mil)



# Outbound



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**Questions?**



# Non-Temporary Storage

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SSgt Green  
NCOIC, Non-temporary Section



# Non-temporary Storage



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- Accuracy and timeliness of paperwork
- Returned paperwork must contain
  - Original copy of inventory, weight ticket to JPPSO in 7 days
- Top 10 inventory requirements -- Tender of Service, C-5
  - Agreement and effective modification number
  - Service Order Number
  - Assigned Lot Number
  - Date issued
  - Member's/employee's name, rank/grade, and last four of SSN
  - Pickup address
  - Address/location of warehouse in which lot is stored
  - Contractor's name and mailing address
  - Page number and number of pages (1 of 10)
  - Total number of items covered (001 thru 269)



# Non-temporary Storage



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Warehouse Receipt – Not Negotiable																	
TOSS00-05-G- XXXX	Vault No. _____																
Service Order FY98250XGXXXX	_____																
Receipt and Lot Number X00-0000	Date of Issue <b>May 22</b> 20 <b>07</b>																
Received for the account of and deliverable to <b>SSgt Doe, John, SSN: XXXX</b>																	
whose last known address is <b>1022 Military Ln San Antonio TX 78216</b>																	
the goods enumerated on the inside or attached schedule to be stored in Company warehouse, located at <b>3030 Airforce Ln San Antonio TX 78216</b>																	
which goods are accepted only upon the following conditions set forth below:																	
<b>READ CAREFULLY</b> That the value of all goods stored, including the contents of any container, and all goods hereafter stored for Depositor's account to be not over \$ 1.25 times the net weight unless a higher value is noted in the schedule, for which an additional monthly storage charge of _____ \$ on each \$ valuation in excess of \$ _____ per pound <sup>1</sup> per article or fraction thereof will be made.																	
If there are any items enumerated in this receipt valued in excess of the above limitations per pound per article and not so noted in the schedule, return this receipt within 10 days with proper values so indicated in writing in order that the receipt may be reissued and proper higher storage rates assessed.																	
<b>OWNERSHIP.</b> The Customer, Shipper, Depositor, or Agent represents and warrants that he is lawfully possessed of goods to be stored and/or has the authority to store or ship said goods. (If the goods are mortgaged, notify the Company the name and address of the mortgagee.)																	
<b>PAYMENT OF CHARGES.</b> Storage bills are payable monthly in advance for each month's storage or fraction thereof. Labor charges, cartage and other services rendered are payable upon completion of work. All charges shall be paid at the warehouse location shown hereon, and if delinquent, shall incur interest monthly at the rate of _____ percent ( _____ ) per year.																	
The Depositor will pay reasonable attorney's fee incurred by the Company in collecting delinquent accounts.																	
<b>LIABILITY OF COMPANY.</b> The company shall be liable for any loss or injury to the goods caused by its failure to exercise such care as a reasonably careful man would exercise under like circumstances. The company will not be liable for loss or damage to fragile articles not packed, or articles packed or unpacked by other than employees of this company. Depositor specifically agrees that the warehouse will not be liable for contamination of or for insect damage to articles placed in drawers of furniture by the depositor. Periodic spraying of the warehouse premises shall constitute ordinary and proper care, unless the depositor requests in writing and pays for anti-infestation treatment of articles in drawers and compartments of stored furniture.																	
<b>CHANGE OF ADDRESS.</b> Notice of change of address must be given the Company in writing, and acknowledged in writing by the Company.																	
<b>TRANSFER OR WITHDRAWAL OF GOODS.</b> The warehouse receipt is not negotiable and shall be produced and all charges must be paid before delivery to the Depositor, or transfer of goods to another person; however, a written direction to the Company to transfer the goods to another person or deliver the goods may be accepted by the Company at its option without requiring tender of the warehouse receipt.																	
<b>DEPOSITOR WILL PAY REASONABLE LEGAL FEES INCURRED BY WAREHOUSE IN COLLECTING DELINQUENT CHARGES.</b>																	
<b>THIS DOCUMENT CONTAINS THE WHOLE CONTRACT BETWEEN THE PARTIES AND THERE ARE NO OTHER TERMS, WARRANTIES, REPRESENTATIONS, OR AGREEMENTS OR EITHER DEPOSITOR OR COMPANY NOT HEREIN CONTAINED.</b>																	
<table border="1"><tr><td>Storage per month or fraction thereof . . . . .</td><td>\$ _____</td></tr><tr><td>Warehouse labor . . . . .</td><td>\$ _____</td></tr><tr><td>Cartage . . . . .</td><td>\$ _____</td></tr><tr><td>Packing at residence . . . . .</td><td>\$ _____</td></tr><tr><td>Wrapping and preparing for storage . . . . .</td><td>\$ _____</td></tr><tr><td>Charges advanced . . . . .</td><td>\$ _____</td></tr><tr><td>_____</td><td>\$ _____</td></tr><tr><td>_____</td><td>\$ _____</td></tr></table>		Storage per month or fraction thereof . . . . .	\$ _____	Warehouse labor . . . . .	\$ _____	Cartage . . . . .	\$ _____	Packing at residence . . . . .	\$ _____	Wrapping and preparing for storage . . . . .	\$ _____	Charges advanced . . . . .	\$ _____	_____	\$ _____	_____	\$ _____
Storage per month or fraction thereof . . . . .	\$ _____																
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Wrapping and preparing for storage . . . . .	\$ _____																
Charges advanced . . . . .	\$ _____																
_____	\$ _____																
_____	\$ _____																
<b>Name of Company:</b> _____																	
<b>Net Weight:</b> _____																	
<b>Pro Weight:</b> _____																	
By <u>John Smith</u>																	
<small><sup>1</sup>Insert "Mr. and/or Mrs." or, if military personnel, appropriate rank or grade. <sup>2</sup>Insert the words "per pound" if the declared value is per article. For goods stored for military personnel under PL 245, the contractor's liability for care of goods is as provided in Basic Agreement with U.S. Government.</small>																	
<b>THIS PROPERTY HAS NOT BEEN INSURED BY THIS COMPANY FOR FIRE OR ANY OTHER CASUALTY</b>																	
<b>SCHEDULE OF GOODS ON FOLLOWING PAGE OR ATTACHED</b>																	



# Non-temporary Storage



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- Certified weight ticket – Tender of Service, C-4
  - Location/address of scale
  - Gross, tare, net weight
  - Member's/employee's name, rank/grade, service order number
  - Signature of qualified weighmaster
  
- DD1164 Service Order For Personal Property
  - Signed copy should be in your possession before performing services IAW AFJI 24-231 and TOS H-3
    - If not in your possession, send e-mail to [jppso-sat.nts@jppsosat.randolph.af.mil](mailto:jppso-sat.nts@jppsosat.randolph.af.mil)
  - NTS Section does not book shipments, attempted pick ups/deliveries should be directed to Customer Service Section



# Non-temporary Storage



JPPSO-SAT

SERVICE ORDER FOR PERSONAL PROPERTY									
1. TO (Transportation Service Provider)					2. FROM (Issuing Office)				
a. NAME <b>AIR FORCE MOVING &amp; STORAGE</b>					a. NAME <b>JPPSO-SAT TX</b>				
b. ADDRESS (Street, City, State, ZIP Code) <b>1010 AIRFORCE LANE SAN ANTONIO TX 78219</b>					b. ADDRESS (Street, City, State, ZIP Code) <b>613 NW LOOP 410 SAN ANTONIO TX 78216-5518</b>				
3. THIS SERVICE ORDER IS ISSUED AND AN ORDER IS HEREBY PLACED WITH YOU, ACCEPTING YOUR OFFER (ORAL OR WRITTEN) FOR SERVICES ON (enter date) <b>02 NOV 2005</b> , SUBJECT TO THE PROVISIONS OF THE BELOW-NUMBERED TENDER OF SERVICE FOR THE FOLLOWING SERVICES:									
a. SCAC CODE <b>AFMS</b>		b. FEDERAL AGENCY <b>DF</b>		c. APPROPRIATION IDENTITY <b>ARZ</b>		d. TENDER OF SERVICE NUMBER <b>TOSS00-05-C-XXXX</b>		e. MODIFICATION NUMBER <b>C00001</b>	
f. SERVICE ORDER NUMBER (1) OLD <b>FT98250XGXXXX</b>			g. LOT NUMBER <b>00-0000</b>		h. LOCATION OF PROPERTY (Street, City, State, ZIP Code) <b>1022 MILITARY LANE SAN ANTONIO TX 78216</b>				
i. ESTIMATED STORAGE PERIOD <b>36</b>		j. PICK-UP DATE (YYYYMMDD) <b>04-NOV-2005</b>		k. STORAGE EXPIRATION DATE (YYYYMMDD) <b>12-DEC-2008</b>		l. ESTIMATED WEIGHT <b>5000</b>		m. WEIGHT IN STORAGE (ACTUAL)	
n. OWNER (1) NAME (Last, First, Middle Initial) <b>DOE, JOHN</b>					(2) PERMANENT ADDRESS (Street, City, State, ZIP Code) <b>610 BLOSSOM ROAD SAN ANTONIO TX 78258</b>				
(3) PAY GRADE <b>CVO</b>			(4) SSN <b>XXX-XX-XXXX</b>						
4. NEW ACCOUNTS - SERVICES ORDERED									
a. PACKING ITEM I		b. SPECIAL SERVICES (1) WARDROBE ITEM IIA		(2) EXPENSIVE / VALUABLE ITEM ITEM IIB		c. DRAYAGE-IN ITEM III		d. HANDLING-IN ITEM IV	
e. STORAGE ITEM V									
RATE		NO.		RATE		ZONE		RATE	
\$				\$				\$	
5. REMOVAL ACTIONS									
a. APPROPRIATION IDENTITY				b. STORAGE REMOVAL DATE (YYYYMMDD)			c. DELIVERY ADDRESS (Street, City, State, ZIP Code)		
d. SERVICES ORDERED									
(1) HANDLING-IN ITEM IV		(2) HANDLING-OUT ITEM VI		(3) DRAYAGE-OUT ITEM VII		(4) UNPACKING ITEM VIII		(5) WEIGHT REHANDLED	
RATE		RATE		RATE		RATE		(6) WEIGHT REMOVED	
\$		\$		\$		\$		(7) WEIGHT REMAINING	
6. REMARKS									
AUTHORIZED UPRIGHT WARDROBES									
SHIPMENT CONTAINS FIREARMS									
SHIPMENT INCLUDE 400LBS PROFESSIONAL WEIGHT (ESTIMATED)									
7. SPECIAL INSTRUCTIONS									
a. MAIL INVOICES TO: <b>JPPSO-SAN ANTONIO, TX</b>									
b. STORAGE AUTHORITY: <b>ABC-10 30-OCT-2005 XXX OSAN KOREA</b>									
c. MAXIMUM WEIGHT CHARGEABLE TO GOVERNMENT LBS. Weight in excess of such maximum will be charged to the owner.									
d. ESTIMATED COST OF THE SERVICES IS \$ in excess of the above sum, unless authorized in writing by the issuing office. You are not to perform any service which will result in contract costs									
e. ACCOUNTING CLASSIFICATION: <b>5555 555.0N 5555</b>									
8. CERTIFICATION (To be completed by Issuing Office) Commercial storage has been determined to be more economical than government storage.									
a. TYPED NAME (Last, First, Middle Initial) <b>LETICIA HARRIS, DAFC</b>				b. TITLE <b>ORDERING OFFICER</b>		c. SIGNATURE <b>Leticia C. Harris</b>		d. DATE SIGNED (YYYYMMDD) <b>22 May 07</b>	

DDFORM 1164, SEP 1998 (EG)

Designed using Perform Pro, WHS/DIOR, Sep 98

PREVIOUS EDITION IS OBSOLETE

COPY DESIGNATION:

(x) Original 2 3  
4 5 6 7



# Non-temporary Storage

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Questions?





# Documentation

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***JPPSO-SAT***



**TSgt Worley**  
Chief, Documentation  
Section



# Documentation



***JPPSO-SAT***

- DPM payment issues
  - Working closely w/ DFAS to resolve
  - Seeing results
  - Not a quick fix (Band-Aid)
  - Seeking a permanent solution
  - Mr. Francis, DFAS representative, briefing tomorrow
  
- Send inquiries concerning any Documentation issues to  
[jppso-sat.doc@jppsosat.randolph.af.mil](mailto:jppso-sat.doc@jppsosat.randolph.af.mil) or fax to 210-321-4267



# Documentation

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***JPPSO-SAT***

Questions?



# Quality Assurance

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***JPPSO-SAT***



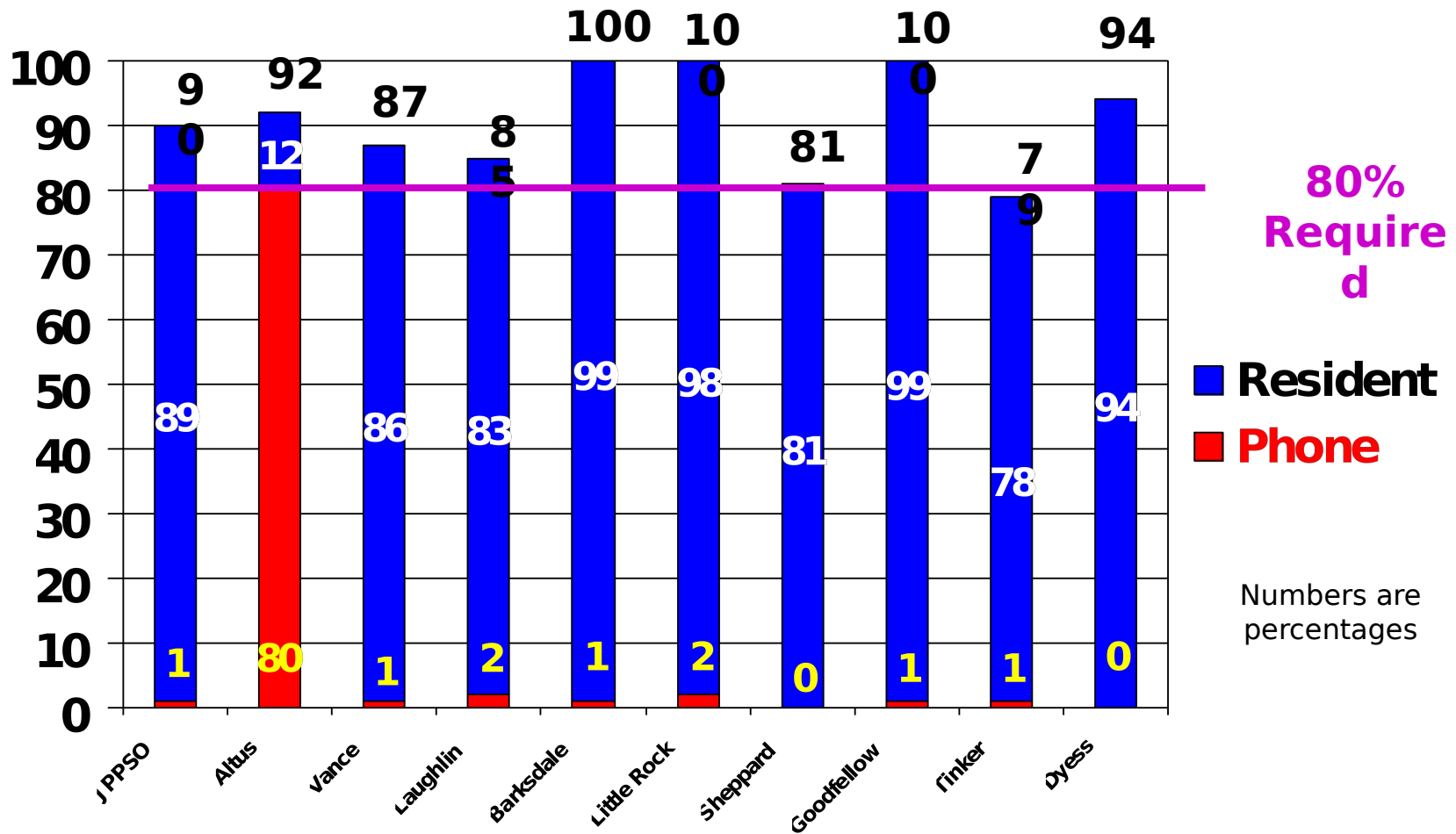
TSgt Lucas  
NCOIC, Quality  
Assurance



# Regionalized Base Inspections - Apr



**JPPSO-SAT**





# Quality Assurance



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## ACCESSORIAL SERVICES

- Approved “Accessorial Services Request” (replacing Form 22)
  - Prior to service
  - Outside San Antonio AOR submit to local PPPO
  
- Plasma/LCD TV's
  - Approve 3rd party crating at REASONABLE cost
  - Request must state ACTUAL cost (NO estimates!!!)
  - For example: 49.5” T.V. - \$160.00
  
- General Concerns
  - Bluebarks
  - Unqualified personnel
  - Unusual Articles (Grandfather Clocks, Hot Tubs, Shrunk, etc.)
  - Shipment on Hand Report



# Quality Assurance



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- General Concerns (cont...)
  - Pre-Move Survey
  - Disassembly/Re-assembly
  - Unpacking
- Documenting Violations by TSPs
  - Complete DD Form 1780 in TOPS
  - Reference regulations
  - Recommend action (LOW, suspension, etc.)
  - Forward to JPPSO/QA
  - E-mail or fax is preferred method  
jppso-sat.qa@jppsosat.randolph.af.mil or  
(210) 321-4266



# Quality Assurance



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## ➤ PPPO Responsibilities

- Liaison for JPPSO QA & local agents
- Handle member and TSP concerns/issues
- Shipment inspections - residential & telephone
  - Approve Accessorial Services
  - Crating
  - Shuttle
  - 3<sup>rd</sup> Party Services
- Monitor agency performance & recommend punitive actions





# Quality Assurance



***JPPSO-SAT***

## ➤ PPPO Responsibilities (cont...)

- Send QA Inspection Report each Monday for prior week (Separate worksheets for residential & phone)

## ➤ JPPSO-SAT Responsibilities

- Approve Special Services (as needed)
- Carrier/Agent Punitive Actions
  - Letters of Warning
  - Suspension
  - Disqualifications
- Shipment Scoring & Appeals
- Semi-Annual Evaluations
- DoD Customer Surveys



# Quality Assurance

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***JPPSO-SAT***

Questions?



# Inbound Shipments

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***JPPSO-SAT***



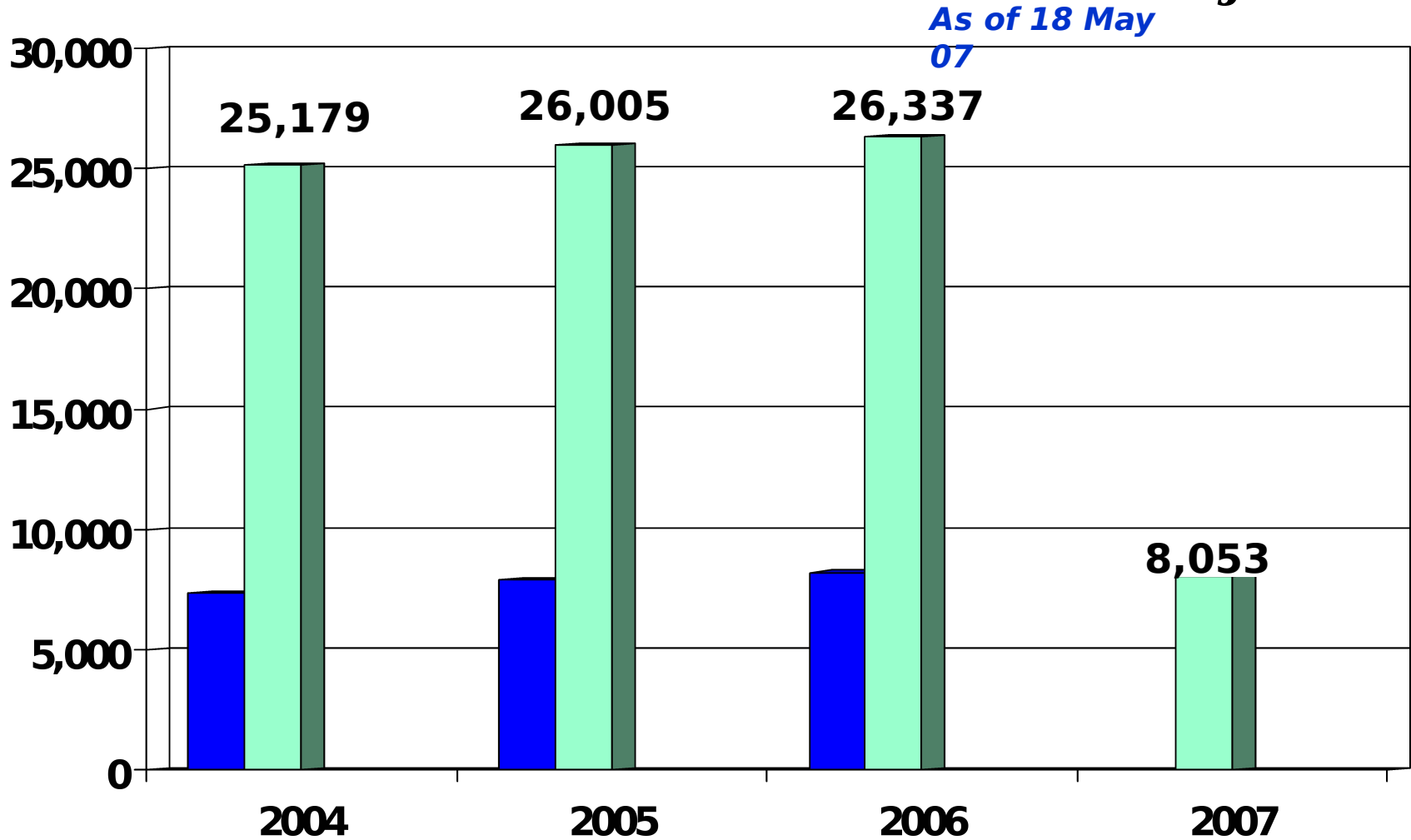
**TSgt Ballard**  
Chief, Inbound Section



# Inbound Shipments



***JPPSO-SAT***





# Inbound Clearing

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***JPPSO-SAT***

- Ensure clearing sheets are fully completed
- SSN and GBL# are correct
- Please use comments block for any info you have for us to contact the member



# Delivery Out of SIT



***JPPSO-SAT***

- Ensure delivery out SIT forms are fully completed
- Resubmit for date/address changes
- Please submit form in a timely fashion



# Shipment Tracing



***JPPSO-SAT***

- Tracers sent out automatically after 8:00pm on RDD by E-mail
- Information needed from carrier
  - New estimated time of arrival (ETA)
  - Direct delivery address/Phone number
  - Date shipment delivered
- Send Shipments Delay/Late Notification to:  
[jppso-sat.tracing@jppsosat.randolph.af.mil](mailto:jppso-sat.tracing@jppsosat.randolph.af.mil)



# Inbound



***JPPSO-SAT***

Questions?





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***JPPSO-SAT***

# ***JPPSO***

## ***Automation Efforts***

**Mr. Mark Giovannelli**  
**Chief, Plans and Operation Division**



# Overview



***JPPSO-SAT***

- Helping Members Keep Track of Their Shipments
  - What have we done?
  - How can you help?
- Rated Document Deliver
  - Fax with Barcodes
  - New Web-based Upload
  - Why should you use them?
- Where is JOLT Going?
  - New sites



# ***Keeping Track of Shipments***



***JPPSO-SAT***

## ➤ Requested tracking information from Carriers

- Send link that could used to keep information current
- Asked for two pieces of data
  - Instructions
    - o How to use the site
    - o What is needed to get in
  - Website address or phone #

## ➤ Tracking info in Outbound/Inbound JOLT emails

## ➤ What are the benefits

- Keep members and their families better informed
- More direct deliveries



# ***Rated Documents Delivery***



***JPPSO-SAT***

## ➤ Fax with Barcode Sheet

- Easy new method – Print and fax
- Go to the JPPSO-SAT Agent Page
  - <https://jppso-web.randolph.af.mil/ext/agent/agent.asp>

## ➤ New Upload Web Site

- Single batch upload for each shipment's documents
- Go to the JPPSO-SAT Agent Page

## ➤ What are the benefits?

- Get a receipt for the upload
- Automatic indexing
- Goes immediately into our WorkFlow



# *New JOLT Sites*



***JPPSO-SAT***

- Eglin AFB
  - Experiment of a remote JOLT server
  - Up and running 15 May 2007
  
- Ramstein AB
  - In-progress
  
- No further sites planned
  - Lack of Manpower



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***JPPSO-SAT***

***Questions?***



# Thanks to All

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*JPPSO-SAT*



## Colonel Kinney Commander

From: JPPSO-San Antonio Automated Booking for Carriers [abc@jppsosat.randolph.af.mil]

Sent: Tue 03-Apr-07 7:13 AM

To: VALV

Cc:

Subject: Shipment Tracking Web Link Request (VALV)

We are working on an effort to improve our customer service and we could use your help. If you have a website for tracking personal property shipments, we would like to let our customers know about it during their move.

What we need from you is the address to your shipment tracking website and instructions on how the member can access their shipment tracking information.

We will provide this information to our customers by enhancing our current Outbound shipment notification and Inbound welcome emails with the instruction and link to your site. Hopefully this will reduce phone call, shipment tracing request and increase direct deliveries.

If you have a tracking website, please click on the link below and fill in the requested information. Enter your SCAC code, Web Link and instructions for the customer to access their shipment via your web site. call, shipment tracing request and increase direct deliveries.

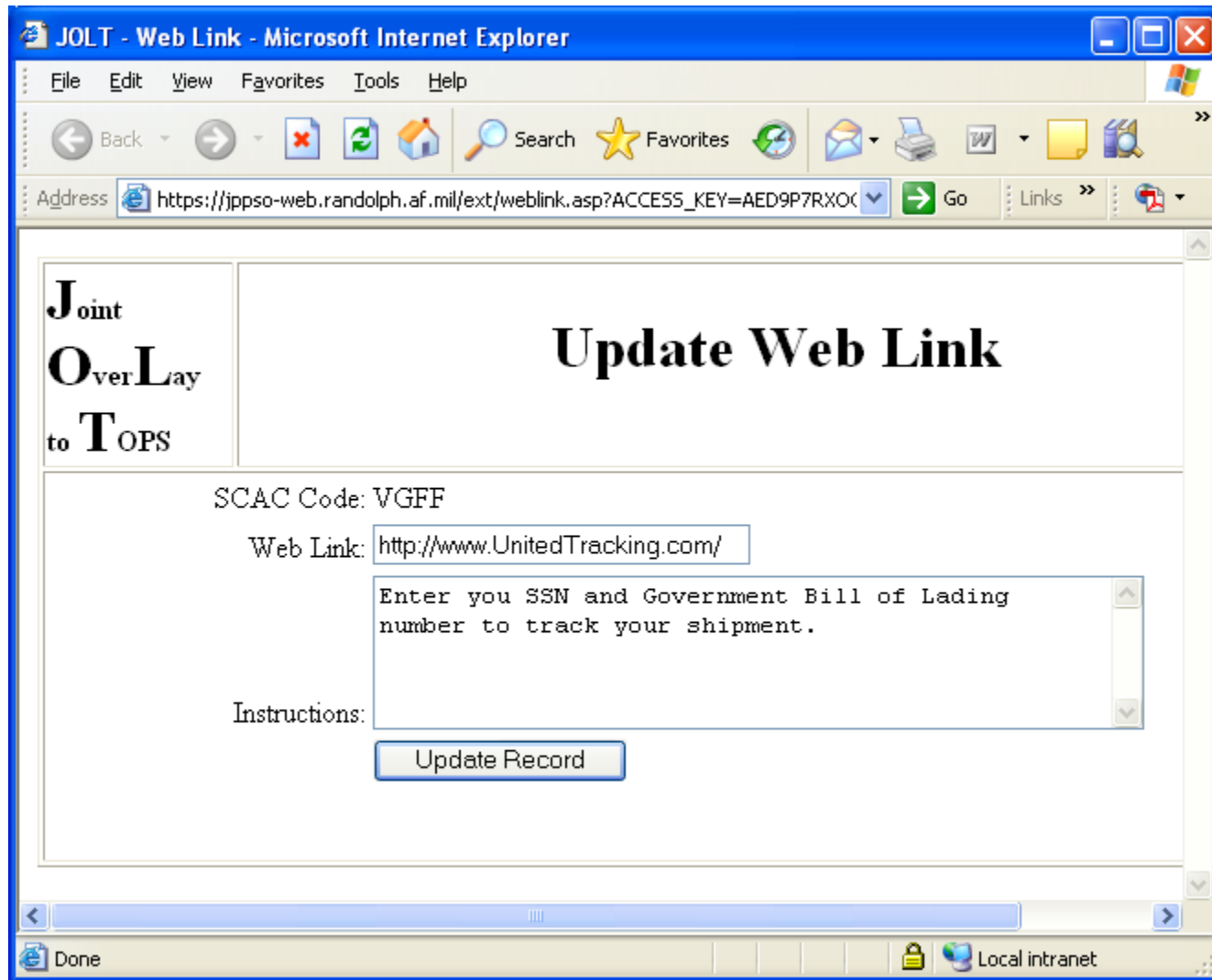
[https://jppso-web.randolph.af.mil/ext/weblink.asp?ACCESS\\_KEY=XXXXXXXXXX](https://jppso-web.randolph.af.mil/ext/weblink.asp?ACCESS_KEY=XXXXXXXXXX)

If you have any question on this effort please contact me at (210) 321-4233. Any help that you can give us would be greatly appreciated. Thank you in advance.

SSgt Sang Scott  
JOLT Database Administrator  
JPPSO-San Antonio/XOP

If an error occurs accessing the above link(s), ensure that your Internet Explorer is properly configured. Go to TOOLS - INTERNET OPTIONS - ADVANCED Tab - "Do not save encrypted pages to disk" checkbox should be unchecked.





Subject: FW: Outbound Personal Property Shipment (ZX-747381)

Telephone: 210-321-4200

Your shipment has been assigned a tracking number of 555555

You can view information about your shipment by entering your name, social security number, and the above tracking number at the following address:

<http://jppso-dev/ext/orderstatus>

Some Carriers have customer accessible Shipment tracking. If your Carrier offers this capability, the instructions will be inserted here:

Click on "Shipment Tracking".

Enter your last name.

Enter your Bill of Lading or Interstate Registration number.

Click Submit to view shipment status.

From here, you may also access;

Your driver's biography information or our E-Trac system.

[www.interuniverse.com](http://www.interuniverse.com)

We encourage you to access the Air Force Move website

<http://afmove.hq.af.mil/>. Here, you will find information such as: weight

entitlements, shipment of firearms, shipping/storing your vehicle, and other general moving tips. Also located on this website is the USAF Personal Property Video, "Your Household Moving Experience". This video will further prepare you for your current Personal Property move as well as any Personal Property moves you may have in the future.



## LOCAL AGENT PAGE

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### TOOLS:

**Home**

**PPD**

**ECAF**

***Transformer***

**Organization**

**Directions**




**Links**


**Agent Page**

- ▶ [Clear an Inbound Shipment](#)
- ▶ [Deliver shipment out of SIT](#)
- ▶ [Submit Weekly Shipment On-Hand Report](#)
- ▶ [Upload Rated Documents](#)
- ▶ [Create Barcodes for Rated Documents](#)

**BULLETIN BOARD:** *You will need - [Microsoft PowerPoint® Viewer](#) and [Adobe Acrobat® Reader™](#)*

#### LEGEND


-  = Adobe Acrobat File
-  = MS PowerPoint File
-  = Web Page

 [Feb 2004](#) - Security Seals for Containerized Shipments - 24 KB

 [Aug 2003](#) - Accessorial Charges - Form 22 - 40KB

Electronic Bills of Lading - Barcode Generator - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address  <https://jppso-web.randolph.af.mil/eb/Barcode.asp> Go Links »

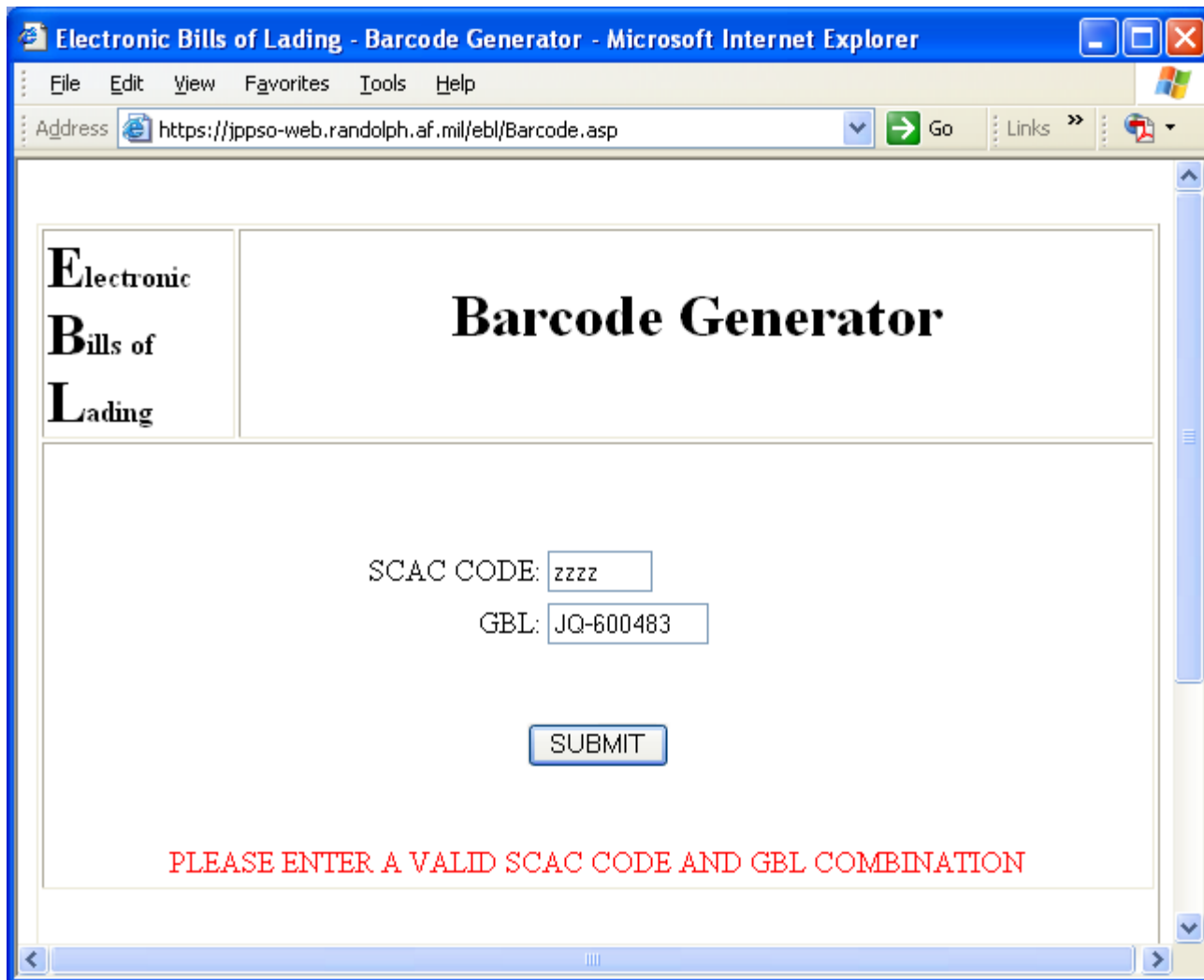
**E**lectronic  
**B**ills of  
**L**ading

# Barcode Generator

SCAC CODE:

GBL:

PLEASE ENTER A VALID SCAC CODE AND GBL COMBINATION





## LOCAL AGENT PAGE

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#### LEGEND






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JOLT - OnBase - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address  <https://jppso-web.randolph.af.mil/ext/DocUpload/>   Go  Links 








## OnBase Document Upload


Enter SCAC:

Enter GBL Number:

JOLT - OnBase - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address  <https://jppso-web.randolph.af.mil/ext/DocUpload/>   Go  Links 



## OnBase Document Upload

Enter SCAC:

Enter GBL Number:





## OnBase Document Upload

BL Number Transmitted: ZX-581382

Member Name: HOMAS POT

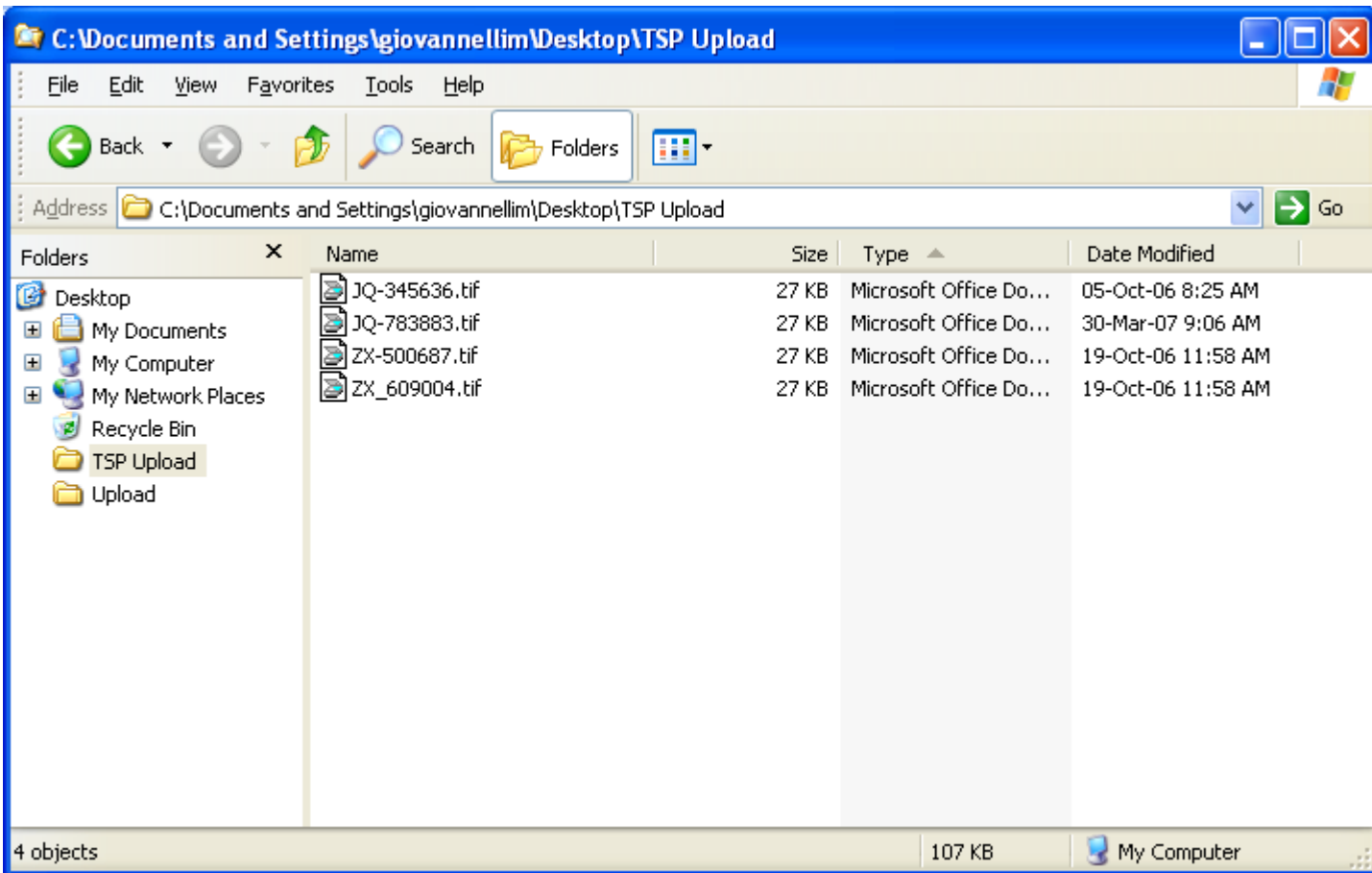
Member SSAN: \*\*\*-\*\*-5865

Please upload only TIF, JPG, or PDF files

Rated Documents:

Browse...

Upload





## OnBase Document Upload

BL Number Transmitted: ZX-581382

Member Name: HOMAS POT

Member SSAN: \*\*\*-\*\*-5865

Please upload only TIF, JPG, or PDF files

Rated Documents



## OnBase Document Upload

Rated document 'Rated docs.TIF' successfully uploaded.  
1 file uploaded for ZX-581382 on 5/14/2007 7:16:29 PM.

Click [here](#) to upload documents for a new GBL.



